<p align="center">**Minutes of the Information Management Panel**
**Friday, June 10, 2005**</p>

Bruce called the meeting to order at 8:30 a.m.

**Present:** Supervisors Genia Bruce (chair), Jim Behrend, Duane Paulson and Bill Mitchell. Supervisor Behrend arrived at 8:50 a.m.

**Also Present**: Information Systems Manager Michael Biagioli, Chief of Staff Lee Esler, Office Services Coordinator Windy Jicha, Applications Development Administrator Wayne Naegle, Corporation Tom Farley, Legislative Policy Advisor Mark Mader.

**Correspondence**
- Letter from Reggie Rogers, Director of Account Management for Spillman Technologies, Inc., to Jim Dwyer regarding completed and future enhancements to the Spillman CAD module.

**Approve Minutes of May 6, 2005**
MOTION: Mitchell moved, Paulson second, to approve the meeting minutes of May 6, 2005. Motion carried: 3-0.

**Future Agenda Items**
- Update on the WTCO

**Upcoming Meetings**
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|---|---|---|
| ▪ July 1 | ▪ September 2 | ▪ December 9 |
| ▪ August 5 | ▪ November 4 | |

**Update on the Waukesha County Communications Center Project**
Biagioli said the recent upgrade to Spillman 4.1 went well. The system was down for a total of 90 minutes as the new system was brought up and verified to be working. After verification was completed, the overall impact of the upgrade was evaluated. Three areas related to custom work in the GEO base arena were not working as well as expected. Staff identified the problem and issued a fix. Soon the next release of Spillman will be reviewed. There are some significant changes in the jail module due to the custom reporting done in the jail. The capital project for the Communications Center start up has been closed. In October, there will be a post-project debriefing to discuss all processes, what has been learned, future improvements, etc.

Mitchell asked if the other communities decide to join the Communications Center, is there enough room? Biagioli said there isn't enough capacity to add all of those communities at one time but the Center was designed and planned to expand and accommodate all communities.

Esler asked have there been prospects for new members to join? Biagioli said the county has received questions regarding the cost of coming on board.

Mitchell asked will the new release handle the jail issues? Biagioli said the overall scheme of the entire module will be changed to make it more streamline and user-friendly.

**Update on the Avatar PM Installation Project**
Biagioli said staff has started issuing statements with the Creative Socio-Medics changes and is manually reviewing statements. All statements will be issued by the end of July. HHS is working with Sean Sander on collections starting with a letter sent with each statement. The EDI side is in good shape and from a user testing point, is almost completed. The HL7 synchronization needs to be finished. All issues that were made

public by the press are almost closed. Once the statements are sent out and the process in place, an assessment will be made of the fiscal impact.

Supervisor Behrend arrived at 8:50 a.m.

Esler asked if Hoffmann is involved with Avatar now that he is with HHS? Biagioli said Hoffmann is a contract employee who will work with IS and HHS staff as a program manager to analyze HHS computer systems.

**Update on the Tax Records Replacement Project**
Naegle said the vendor for the Tax Records Replacement Project, Easy Access, customized their application to fit Wisconsin tax collections and billings. The system is scheduled to go live on Monday with tax listings and August 19 for collections and billing. The vendor has been on site the past week for the testing process and addressed issues in the reports area as needed. Today the last conversion of tax data to the new system will be run. Validation checks will be run to make sure the number of records and values are correct.

Mitchell asked did a consultant set up the process beforehand? Naegle said Whitman Hart did that. Mitchell said because the process worked so well, he would recommend the county sticking with this strategy in the future.

Esler asked if completion of the billing piece on August 19 allows enough time for equalized assessments from the Department of Revenue to be incorporated? Naegle said the issue was brought up and seems like it will work in the August timeline.

Paulson asked when will they be comfortable with the system and when will the system be completely tested? Biagioli said beginning on August 19 staff will compare payments with the real data to make sure everything matches up. They will be able to see if the system is working as expected. It will be easier to test the system in July when the county has a smaller volume of tax payments versus the busier time of year. Users should be comfortable in mid-November.

Naegle said we've saved the data from last December and can load it into the test system to validate if the system works. The Treasure's cashiering system is also being replaced. The same vendor is updating the system to a Windows environment.

**Review of Technology Requests for 2006**
Biagioli said there were 29 unique requests for technology initiatives. The County Executive is currently completing the denial requests. Biagioli needs to get together with the County Executive's staff to put together explanations why the projects don't fit into the county's strategic plan. There are no dollar amounts attached to the projects when the County Executive receives them.

Paulson asked were the denials made with your input? Biagioli said he saw the majority of requests but doesn't know why all the projects were denied. The Count Executive knows that HHS is going through an evaluation. He may have denied HHS technology requests until after the analysis is completed.

Mitchell asked if Biagioli approved or denied the projects? Was Biagioli asked for an opinion? Biagioli said in some submissions, a return on investment needed to be completed. Requests are sent to Meghan Walsh who reviews them from a strategic planning point of view. The Technology Review Committee then reviews the projects and develops an ROI and prioritizes the projects. Biagioli recommends the process be reviewed and changed so denials can be made with his input. He needs to do a better job explaining what his Division can handle because they can't take on everything.

Esler said regarding projects and the strategic plan, are the requests simple enough so anyone could compare the request with the strategic policies? Biagioli said the county is putting together a strategic plan. Esler asked is the plan together now? How can projects be reviewed against the strategic plan by the County Executive if the plan isn't done? Projects should go through the Technology Steering Committee first and then to the County Executive. Biagioli said the process is set up so that at first read, some projects fit while others need a better description/write up to make the County Executive believe a project fits into the plan.

Esler asked are there requests that are too extreme? Biagioli said the County Executive reviews the projects to see if they are going in the direction the county is going. They have to base their decision on the verbiage in the request. If the project is reviewed and the value not found, he has no problem denying it.

Mitchell asked if you don't do a return on investment for each project, how do you know if it has value? Biagioli said a HHS request was denied for survey software because the County Executive saw it as a low priority. We need to look at the overall scheme and decide if that is where we want to put technology resources. From a strategic standpoint, there is a countywide strategy and requests should be made according to that strategy. The County Executive reviews the projects to see which have real effect.

Paulson said it seems like projects are denied before they are given a good look. Biagioli said submitting requests of all one type is a problem. An overall work plan will be published with modifications in November and the final copy posted in December.

**Update on SAMS System Installation for Senior Services**
Naegle said the SAMS System is installed and went live ahead of schedule on May 23. This includes the following modules: Finpack (financial package), Sams (case management), Beacon (information referral) and Omni (assessment). Training is completed for all modules except Finpack due to a system error on the day training was scheduled. Cathy Bellovary is happy with the new system.

Esler asked is SAMS a state uniform system? Biagioli said the state purchased the case management as a standard. The same vendor supports the other modules and it made sense to use the same package. It also came at a reasonable cost.

Esler said the HHS Committee said there were limitations to transferring the reporting piece to the larger reporting done for HHS. Biagioli said we are going to look at that to see if there is inter-operability between HHS and Senior Services.

Naegle said we were credited for two licenses for the SAMS module from the state. The state configured it so no changes can be made to it. The state hasn't purchased the other modules. We have flexibility now and can give the state what they want.

**Update on Uclid System Installation for Register of Deeds**
Biagioli said the purchase of Uclid was funded through operational budget money with the commitment that after six months there would be a true return on investment and with the understanding that staffing would be reduced by one FTE in the Register of Deeds Office. Uclid eliminates almost all keying of documents. The software allows users to automatically grab information and populate a database. Staff only has to key in information that isn't automatically brought over. The system runs at 80% accuracy so quality control is very important.
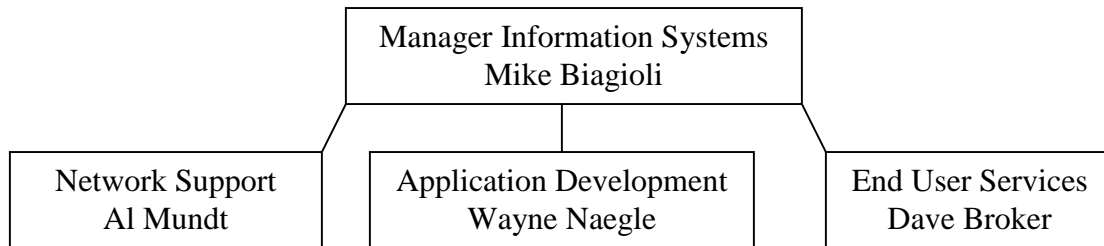
Biagioli said Uclid told the county at the beginning of year it wasn't set up to work with an Oracle database. The "click and drop" feature wouldn't work for the county but that feature was the reason we bought the product. Compuware did some consulting with us to determine if this feature would work for us or not. Compuware brought in a simple modification to the code that allows the function to work with Oracle. Uclid

bought the new code from Compuware to help their product become fully functional. Now the system is functioning with a higher image document function and there will be a true return on investment. It took 90 days to complete this change. There was an adjusted quote for changes with a $7,800 increase. There were contingency funds of 5% budgeted but the new quote was 10% higher than expected. The final product is better anticipated with better capabilities. The Register of Deed's office is satisfied with the end product. A follow up assessment will be done in January.

Esler asked is Uclid used elsewhere? Biagioli said this is a well-used package. Waukesha County is one of the few counties to be a heavy Oracle user.

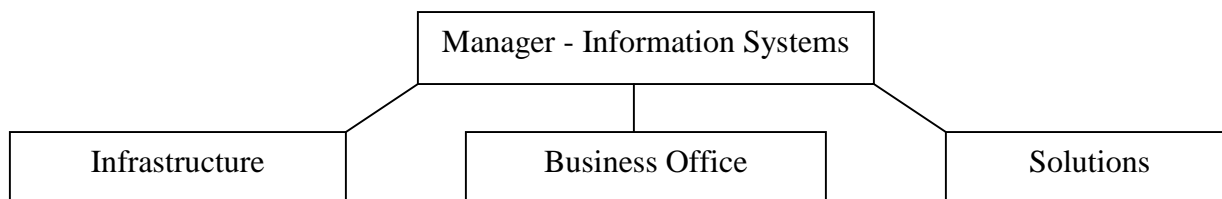**Introduction to the Structure of Information Technology**
Biagioli showed a diagram of the current structure of the Information Systems Division. The division diagram currently looks like this:

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              ┌────────────────────────────┐
              │ Manager Information Systems │
              │       Mike Biagioli        │
              └────────────────────────────┘
        ┌──────────────┬──────────────┬──────────────┐
┌───────────────┐ ┌────────────────────────┐ ┌──────────────────┐
│Network Support│ │Application Development  │ │End User Services │
│   Al Mundt    │ │     Wayne Naegle        │ │   Dave Broker    │
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Biagioli outlined what each area currently supports. The current structure has been in place for quite some time and is well suited to traditional "mainframe" and technology centric organizations and supports "in-house" development well. With this model, everything is done in-house. This design is not well suited to what the county has evolved into.

Waukesha County no longer custom develops applications but instead purchases packages from companies that support their packages. The county focuses on systems integration. A single point of contact is becoming a must. Business solutions have become more important than technical solutions. County business knowledge is at a premium versus knowing all of the technical stuff. With these changes, IS has retained the old division structure. The division needs to evolve into one that is service oriented and to develop business knowledge internally to solve problems with business solutions. The division will be restructured with a focus delivering automated business services across the county. The restructuring will require a definition of core competencies with once such competency being county business knowledge.

With the changes, Biagioli anticipates the division to be divided as follows:

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              ┌──────────────────────────────┐
              │ Manager - Information Systems │
              └──────────────────────────────┘
        ┌──────────────┬──────────────┬──────────────┐
┌────────────────┐ ┌──────────────────┐ ┌──────────────┐
│ Infrastructure │ │ Business Office  │ │  Solutions   │
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Infrastructure will cover a wide area with end user services and network support in one area. It will be incumbent upon streamlining support to a common architecture.

The Business Office will build business knowledge. This area will identify what the county needs to address to streamline processes. The area will include functions such as quality control, security of data and systems, analysis and design, data modeling, quality assurance, security administration, enterprise architecture and

project administration. Business analysts would be in this area and identify what issues the county needs to address to streamline processes. Fifty percent of business analysts would be embedded in the areas they support, understand business practices across the county and be seen as the advocates of their area. There will not be project managers in this area.

The Solutions area would support packages and the Web, work with the Business Office to deliver solutions with integration, interfaces and software packages, work on Web development and design, system maintenance, systems and user testing, application support, content management, vendor administration and research and development.

The systems should work together with a balanced load. Whitman Hart is almost done with an analysis of skill sets. Biagioli has gone back and forth with them on what the new break out would look like and what tasks and duties belong in each area. When the assessment is done, Biagioli will work with Human Resources to make the results work.

Biagioli said the division will be renamed "Information Technology."

**Motion to Adjourn**
MOTION: Behrend moved, Mitchell second, to adjourn the meeting at 9:54 a.m. Motion carried: 4-0.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel